

Duke Energy

Reconnecting Services Disconnected for Nonpayment Prior to the March 13, 2020 Suspension

On March 13, 2020, Duke Energy voluntarily suspended service disconnections for nonpayment in an effort to help those customers who might experience financial and other hardships related to impacts of the COVID-19 pandemic. Due to the timing of the decision, there may be some customers whose services were disconnected prior to the World Health Organization's pandemic declaration, and we are here to help. We offer flexible payment plans and encourage customers to contact us to discuss options for reestablishing their accounts. Duke Energy will continue to follow current events and evaluate ways we can support our customers and communities during these trying times.

Disconnect/Reconnect FAQs

Q: *My service was disconnected before March 13. Will you reconnect it?*

A: Our decision to suspend non-pay disconnections was to help customers impacted by job loss or illness related to the COVID-19 pandemic. Customers who were disconnected prior to the suspension should contact us to review their unique situations and options.

Q: *I know my service was disconnected before the pandemic, but I'm sick / elderly / quarantined and need power now.*

A: We are here to help and will work with customers to identify solutions for their unique situations.

Q: *Why can't Duke Energy just reconnect everyone?*

A: While it sounds like an ideal solution, some disconnections involve energy fraud (account in someone's name other than the person living at the location) or theft (bypassing meter, self-connections, etc.) and those situations need to be resolved before we can reconnect services. Customers who are experiencing financial hardships are encouraged to contact us to review their accounts and find agreeable options for reconnecting their service.

Energy Efficiency Programs

Effective March 16, 2020, to protect our employees, vendors, and customers, Duke Energy is rescheduling energy efficiency appointments that require direct customer interaction for the next two weeks, unless deemed critical. The Company will work to accommodate customers schedules and minimize the inconvenience of this rescheduling.